



Los Angeles County
Board of Supervisors

Gloria Molina
First District

Mark Ridley-Thomas
Second District

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

Mitchell H. Katz, M.D.
Director

Hal F. Yee, Jr., M.D., Ph.D.
Chief Medical Officer

Christina R. Ghaly, M.D.
Deputy Director, Strategic Planning

313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

www.dhs.lacounty.gov

To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.



www.dhs.lacounty.gov

October 31, 2013

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Mitchell H. Katz, M.D.
Director

SUBJECT: ADVANCE NOTIFICATION OF INTENT TO ENTER
INTO SOLE SOURCE NEGOTIATIONS WITH SOCIAL
INTEREST SOLUTIONS FOR THE PURCHASE OF
ONE-E-APP SOFTWARE

This is to advise the Board that the Department of Health Services (DHS) intends to enter into sole source agreement negotiations with Social Interest Solutions (SIS) for One-e-App Software (One-e-App) for an electronic eligibility and enrollment system for the successor to the current Healthy Way LA (HWLA) Unmatched Program. One-e-App is an electronic application management system that gathers applicant information via a Web-browser user interface and stores information in a database management system.

DHS intends to make One-e-App available for Community Partners to perform applicant eligibility determination and enrollment into the successor to the HWLA Unmatched Program. One-e-App will screen applicants to determine potential eligibility for various health care programs (e.g. Medi-Cal, the County's Healthy Kids Program, etc.) and refer as appropriate. DHS may also expand the use of One-e-App for other DHS programs serving the uninsured, if appropriate. Board Policy No. 5.100 requires written notice to the Board of a department's intent to enter into sole source negotiations for agreements over \$250,000.

BACKGROUND

In 1999, the California HealthCare Foundation (CHCF) began the development of Healthy-e-App, which was the first Web-based system in the U.S. to help facilitate enrollment into California's Healthy Families Program. The intellectual property and licensure for Healthy-e-App is owned by the CHCF. In 2001, CHCF licensed Healthy-e-App to the State of California at no cost. After the success of Healthy-e-App, several California counties and some states (Arizona and

Indiana), with support from both CHCF and The California Endowment (TCE), worked to expand the Healthy-e-App by creating a product, called One-e-App, that provides a single point of entry for a range of local and state-administered health and social services programs. In 2005, CHCF and TCE created SIS (formerly known as The Center to Promote HealthCare Access, Inc.) to manage the ongoing development and operation of One-e-App. In 2006, SIS became an independent 501(c)(3). CHCF continues to own the license to One-e-App and sub-licenses the product to SIS.

JUSTIFICATION

DHS must develop a health care program designed to expand access to health services, address gaps in the health care experiences of the uninsured, and deliver appropriate care to residually uninsured residents. The successor to the HWLA Unmatched Program will be a non-health insurance based, comprehensive, organized, integrated delivery system for the uninsured. Key to the implementation of this program will be the development of a web-based eligibility and enrollment system to ensure eligibility, track enrollment, facilitate selection of a primary care medical home, and serve as a mechanism for capitated payment reform. The new program is targeted for implementation in summer 2014.

One-e-App is uniquely situated as a proven solution in California for streamlining enrollment in public programs. SIS is the only company that is authorized to provide One-e-App, which is used in Arizona, California (Kaiser Permanente), Indiana, Maryland, and in 14 California counties. San Mateo County Health System recently issued a Request for Proposal (RFP) seeking a local eligibility and enrollment system for its Health System's role in conducting outreach, eligibility screening, enrollment, and retention in local health coverage programs for eligible low-income residents. The RFP resulted in only one response – from SIS.

DHS believes that the short timeframe in which to acquire and implement a web-based eligibility and enrollment system, and possibly expanding the use of One-e-App, prohibits the use of a RFP and DHS currently does not have the ability to develop a similar system with internal resources. Proceeding with a sole source contract with SIS for One-e-App appears to be in the best interest of DHS and its ability to successfully implement the new health care program.

DHS will proceed with sole source negotiations with SIS within two weeks of the date of this memo unless the Board directs DHS otherwise.

Should you have any questions, please contact me or your staff may contact Tangerine Brigham of my staff at (213) 240-7953 or tbrigham@dhs.lacounty.gov

MHK:lr

c: Executive Office, Board of Supervisors
County Counsel
Chief Information Office